



The Company has put great emphasis on staff training. During the year, the Company adopted various training approaches focusing on the transformation of our business model to actively offer training for staff so as to increase the overall quality of our staff team. In 2006, the Company organized a total of 160 practical training sessions of all sorts for more than 30,000 management officers, technical staff and marketing and customer service officers of all levels.

Training for management staff

To enhance the management standard and marketing capabilities of all management staff, the Company has organized tailored training courses in marketing for general managers from local and municipal branches and branches at the county level. Li Gang, our Vice President, gave lessons in person. A total of 200 general managers or deputy general managers in charge of marketing from various places, as well as more than 170 managers from county-level branches, attended these training programmes. The Company also organized seminars on financial management for almost 100 general managers from the headquarters and branches and subsidiaries at the provincial level during the year to enhance the financial-related knowledge of senior management officers. Meanwhile, to further develop the internal control framework, the Company actively organized training related to internal control processes and procedures during the year. A total of 450 general managers from local and municipal branches and heads of major business divisions from provincial branches attended these training programmes.

Training for technical professionals

The Company has also spared no efforts to conduct training for technical professionals. In 2006, the Company organized various specialized training sessions on GSM network, GPRS sub-networking technology and CDMA network planning for 450 leading network operation and maintenance staff from provincial branches with a view to increasing the technical standard for the Company's network planning and optimization. To facilitate the development and application of the 3G new technology

and new business, the Company joined hands with Huawei, Ericsson and QUALCOMM to organize ten 3G technical training sessions. A total of 420 technical professionals from the headquarters and provincial branches attended these training programmes. Other technical training programmes included value-added business system management and maintenance, network information security techniques.

Other professional training

In 2006, the Company offered training focusing on leading market operation and service strategies targeting more than 1,500 front desk marketing and customer service officers to actively develop the market and increase the service standard of the Company.

In 2006, the Company continued to proceed with the establishment of online teaching resources and developed and launched 75 online courses (up 79% from last year); and successfully completed all online examinations in respect of these corporate training courses. A total of 4,033 customer service officers sat for the elementary occupational qualification certification examination. A total of more than 2,000 staff from the headquarters sat for examinations such as core business flows and telecommunication business knowledge. To ensure occupational qualification certification for our staff, the Company established the Teaching Material Evaluation Committee dedicated to this purpose, comprising three specialized categories namely marketing and customer service, technical operations and integrated management, to evaluate the relevant teaching materials for professional training and ensure the authority and applicability of the teaching materials developed.